

LL Process Improvements at Hanford

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Overview

Background

- “Negative Trend” letter
- OA-50 visit
- Murley visit

Resolution

- Improvement model
- Center of Expertise
- Quarterly reports

Background

“Negative Trend” letter – Nov 2001

- Corrective Action Management ineffective
- ORR performance degrading
- Little sharing of lessons between Projects

Background (cont)

OA-50 visit Feb 2002

- Poor documentation of reviews and application
- External LLs not tailored
- Little feedback in process

Background (cont)

Murley visit (in response to negative trend letter)

- *Develop RL-FH LL and Handbook on Readiness Reviews*
- *“Develop a process that focuses lessons learned evaluations on major issues”*
- *“Initiate a quarterly report of all lessons learned to include management and programmatic issues, and at the event level.”*

Center of Expertise

Nine members, including RL contact

Meet monthly

Chartered to:

- Review significant LLs
- Determine collective significance
- Develop programmatic LLs

The embedded graphic showing the process improvement model would not convert to pdf.

Contact John Bickford, Project Hanford
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Quarterly Reports

Summarizes LLs issued during quarter

Reports actions on significant LLs

Includes COE activities

Summary

Three major drivers to improvement
COE to guide the future